

Drug-Free Policy

Abigail's Arms – Cooke County Family Crisis Center recognizes drug abuse as an illness and health problems. We also view drug abuse as a potential health, safety, and security problem. The unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance on company premises or while conducting company business off company premises is absolutely prohibited. Violations of this policy will result in disciplinary action, up to and including termination, and may have legal consequences.

Entry upon Abigail's Arms – Cooke County Family Crisis Center or being at work with drug paraphernalia or under the influence of alcohol, drugs, or controlled substances, or any combination thereof, is grounds for discipline, up to and including discharge from employment. "Under the influence" is defined for purposes of this policy as being unable to perform work in a safe and productive manner; being in a physical or mental condition which creates a risk to the safety and well-being of the individual, other employees, the public or Abigail's Arms – Cooke County Family Crisis Center property; or having any detectable level of alcohol, drugs or controlled substances, or any combination thereof, in the body.

Any employee's or volunteer's refusal to submit to lawful security examination or to a search or inspection of his or her personal property located on Abigail's Arms – Cooke County Family Crisis Center premises, worksite, or facilities is grounds for discipline, up to and including discharge and/or grounds not to hire.

Employees and volunteers must, as a condition of employment, abide by the terms of the above policy and report any conviction under a criminal drug statute for violations occurring on or off company premises while conducting company business. A report of a conviction must be made within five (5) days after the conviction. (This requirement is mandated by the Drug-Free Workplace Act of 1988.)

I have received the Drug-Free Workplace Policies and Procedures. I have read and understand the Policies and Procedures and agree to abide by everything contained therein as long as I am employed by or volunteering for Abigail's Arms – Cooke County Family Crisis Center.

Pledge Of Confidentiality

Confidentiality is defined as the assurance that access to information regarding clients, operations, financial position, programming, or any associated material of Abigail's Arms Cooke County Family Crisis Center shall be strictly controlled, and that any violation of such control will be a breach of faith. It is explicitly understood that any agency information will not be used for purposes other than those intended by the agency. Abigail's Arms Cooke County Crisis Center shall be the custodian of any information pertinent to the business of the agency and is responsible for its proper use and protection. Identifying information concerning any board meeting, agency or employee/client material shall not be revealed to any outside person or entity without the permission of the Executive Committee. Such permission shall be obtained by written acknowledgement from the Executive Committee Board members.

While dealing with clients of Abigail's Arms - Cooke County Family Crisis Center, professional and ethical standards which govern the staff apply to volunteers as well. Always respect the confidentiality of all clients. The problems of a client (including their name, assailant if known, spouse and children's names, addresses or details of their circumstances) are not to be discussed with anyone except those individuals who are directly involved in assisting that particular client. Always respect the confidentiality of staff and volunteers. Information about the staff and volunteers (phone numbers, addresses, etc.) should not be released no matter how reasonable the request seems.

Emotional Vulnerability of Clients

A victim is involved in an intensely traumatic situation which has left them frightened and disoriented. It is important to offer them support and guidance in dealing with the immediate crisis. It is equally important that you refrain from offering personal opinions and analyses of his or her circumstances, particularly during the first contact when you, the volunteer, has limited information. Well-intentioned advice, offered at a time when the client is confused and vulnerable, may result in his or her making an important decision without taking time to consider alternative courses of action.

I promise that I shall hold in confidence all pertinent information. I will not violate confidential relationships of clients, staff, or other volunteers of Abigail's Arms – Cooke County Family Crisis Center.

I will not remove from the office information without expressed permission any written records. I will return all information that I have gathered, together with any printed matter relevant to any and all cases to which I have been assigned, at the close of the case or if my service comes to an end.

I accept full responsibility for maintaining the confidential and private nature of all records and information. I understand that I am personally responsible and liable for any violation of this agreement. Violation of this policy is grounds for dismissal.

Volunteer Service Agreement

As a volunteer of this agency, I agree to conform to the policies and procedures of Abigail's Arms – Cooke County Family Crisis Center. I will respect the client's rights to confidentiality and will not discuss anything of a confidential nature with anyone other than the appropriate staff and volunteers. I agree that all services in which I participate will be provided without regard to race, religion, color, sex, national origin, or handicap.

If I am unable to serve when I am scheduled, I will notify the Volunteer Coordinator.

If I decide to discontinue my volunteer participation, I will notify the Volunteer Coordinator a minimum of two weeks prior to my termination.

I understand that if I do not abide by the policies and procedures of Abigail's Arms – Cooke

County Family Crisis Center my volunteer services can be immediately terminated.

I will make proper use of the forms used for the documentation of incoming calls, both those applying to general information as well as crisis calls.

I understand that the first three months in the program as a volunteer are probationary.

Volunteer Liability Statement

I assume responsibility for all risks of loss or damage or injuries that may be suffered by me or to property owned by me or in my custody in the course of my activities on behalf of Abigail's Arms – Cooke County Family Crisis Center (CCFCC) from any cause, including but not limited to ordinary negligence attributed or which might be attributed to workers, whether sustained or suffered at any premises under the control of CCFCC or when in route to or from all places or premises by any means of travel, including but not limited to (a) privately owned vehicles, (b) my own automobile, or vehicles borrowed by me and (c) public transportation.

I hereby release, discharge, and indemnify CCFCC and its agents, directors, officers, servants, employees and volunteer workers of and from and in respect to any and all claims' actions and rights of injury including death or loss of or damage to any property, activities as are described in this agreement.

The representation, conditions, and commitments contained in this instrument shall be binding upon my heirs, next of kin and personal representatives.

I hereby attest that I will not hold Abigail's Arms – Cooke County Family Crisis Center, liable for any accident or injury received during transportation of any client. (Volunteers do not routinely transport clients)

Abigail's Arms Cooke County Family Crisis Center agrees with and adopts this policy as the most definitive policy with regards to all grants and funding received.

“No official or employee of a State or unit of government or a non-governmental recipient/sub-recipient shall participate personally through decisions, approval, disapproval, recommendation, the rendering of advice, investigation, or otherwise in any proceeding, application, request for a ruling or other determination, contract, award, cooperative agreement, claim, controversy, or other particular matter in which award funds (including program income or other funds generated by Federally-funded activities) are used, where to his/her knowledge, he/she or his/her immediate family, partners, organization other than a public agency in which he/she is serving as an officer, director, trustee, partner, or employee, or any person or organization with whom he/she is negotiating or has any arrangement concerning prospective employment has a financial interest or less than an arms-length transaction.

In the use of agency project funds, officials, or employees of State or local units of

government and non-government recipient/sub-recipients shall avoid any action which might result in, or create the appearance of:

- Using his or her official position for private gain.
- Giving preferential treatment to any person.
- Losing complete independence or impartiality.
- Making an official decision outside official channels; or
- Affecting adversely the confidence of the public in the integrity of the government or the program.”

Additionally, Abigail’s Arms Cooke County Family Crisis Center agrees with the Uniform Grant Management Standard’s policy regarding conflict of interest which states: “No employee, officer or agency of the grantee or sub-grantee shall participate in the selection, or in the award or administration of a contract supported by federal funds if a conflict of interest, real or apparent, would be involved. Such a conflict would arise when:

- (i) The employed, officer or agent,
- (ii) Any member of his immediate family,
- (iii) His or her partner, or
- (iv) An organization which employs, or is about to employ, any of the above, has a financial or other interest in the firm selected for the award. The grantees or sub-grantee’s officers, employees or agents will neither solicit nor accept gratuities, favors, or anything of monetary value from contractors, potential contractors, or parties to sub-agreements.”

Employees of Abigail’s Arms Cooke County Family Crisis Center must notify the Executive Director prior to acceptance of any other job opportunities which will be conducted in addition to their current employment at AACCFCC. The Executive Director must notify the President of the Board of Directors prior to accepting any additional employment and discuss any possible conflicts of interest.

Abigail’s Arms Cooke County Family Crisis Center will act within 30 days of being made aware of any conflicts of interest with respect to any official, employee, or volunteer. An investigation into any misrepresentation or conflicts will be resolved by seeking services from another resource and, if necessary, by taking disciplinary action against the official, employee, or volunteer of AACCFCC up to and/or including termination.

Code of Conduct

Abigail’s Arms Cooke County Family Crisis Center (AACCFCC) values the importance of maintaining a safe environment for its clients, caregivers, employees, volunteers, visitors and individuals officially associated with the AACCFCC.

This Code of Conduct was developed to reflect the commitment of the AACCFCC towards

conducting its operations according to the highest standards of integrity, ethics, safety and professionalism. All people having business with, or associated with AACCFCC in any capacity, are expected to adhere to the highest standards of personal conduct, integrity, ethical behavior and professionalism. This specific Code of Conduct applies to all AACCFCC employees and volunteers.

It is not possible to list all the kinds of behaviors that are inappropriate and prohibited. Therefore, the following list, although not all-inclusive, provides examples of such prohibited, harmful and/or inappropriate behaviors. Violators of this Code of Conduct will be required to meet with the Executive Director. Depending on the nature and severity of the violation, the Executive Director will counsel and/or request the Offender leaves the AACCFCC premises immediately.

Actions considered to be inappropriate, harmful and/or prohibited:

- Theft or inappropriate removal or possession of agency property.
- Falsification or unauthorized alterations of records/documents.
- Possession, use or being under the influence of illegal drugs.
- Possession, use or being under the influence of alcohol during work hours, except for limited use during authorized AACCFCC functions where alcohol is being served.
- Fighting, use of profanity or threatening violence.
- Unauthorized disclosure of confidential or personal contact information.
- Any type of harassment, bullying, or inappropriate contact such as
 - Telling or sharing jokes or cartoons of a sexual, racial or ethnic nature.
 - Gestures, written communications or other behaviors that threaten, intimidate or humiliate.
 - Unwelcomed sexual advances, request for sexual favors and other verbal or physical conduct of a sexual nature.
 - Inappropriate touching, hugging, fondling, or gestures.
 - Showing or including AACCFCC staff or clients in pornography.
 - Unauthorized interactions behind closed doors.
 - Unauthorized contact with clients outside of AACCFCC activity.
 - Giving or accepting unauthorized individual gifts to/from clients.
 - Coercing, grooming, or coaching clients.
 - Undue favoritism resulting in any benefits, rewards, or privilege.
 - Behavior that is illegal, indecent or which reflects negatively on the AACCFCC.